



CLE PAC

Community Communication Guidelines

The CLE PAC and all its subcommittees are comprised of parent volunteers. As volunteers, we donate our time and energy to make our school a richer and more vibrant place for our children. There are many activities we work on, ranging from engaging with the community, to providing events and orchestrating a hot lunch program. In the process of providing these services, we are always looking for feedback so that we can continue with what is working and improve on what is not.

1. Please provide all feedback in a respectful manner. To help clarify our process around feedback collection and action we have set up these community communication guidelines, so all feedback is constructive, efficient, and respectful.
2. Please provide PAC and Hot Lunch feedback via one of the email addresses below or verbally at a PAC meeting.
3. Please do not contact individual volunteers on their personal email or social media accounts to provide feedback. We aggregate all feedback provided via email and prioritize the feedback according to the frequency of any given suggestion.
4. Do not send feedback on behalf of another parent or for a group of parents. All feedback will be considered only the suggestion of the author.
5. When providing feedback please let us know what we are doing well and what could be specifically improved. The more detail the better as it will help us to be more efficient in addressing any area of improvement.
6. When providing critical feedback, please be courteous and remember we are all volunteers. Any feedback verbal or via email that is disrespectful, rude, or harassing will be disregarded.
7. Please accept that it can take up to 48 hours for us to reply to your communications. Many of our volunteers have full time jobs, other volunteer roles and of course family commitments and don't always have the ability to provide immediate responses.
8. Changes to processes and policies as a result of suggestions and feedback can take time since we often need to coordinate across our teams and their busy schedules.

Contact information:

Please use the appropriate contact method:

General inquires – chutelakeparents@gmail.com

Hot Lunch – hotlunchcle@gmail.com

Events – chutelakeparents@gmail.com

Items of a sensitive nature should be sent directly to the PAC President -

cle.pacpresident@sd23.bc.ca